

ORIGINAL

COMMISSIONERS
SUSAN BITTER SMITH – Chairman
BOB STUMP
BOB BURNS
DOUG LITTLE
TOM FORESE



0000167793

ARIZONA CORPORATION COMMISSION

RECEIVED

2016 JAN 20 P 4: 05

AZ CORP COMMISSION
DOCKET CONTROL

To: Docket Control

RE: CenturyLink*Qwest

Docket No. T-01051B-15-0382

Please docket the attached 48 customer comments OPPOSING the above filed case.

Customer comments can be reviewed in E-docket under the above docket number.

Filed by: Utilities Division – Consumer Services

Arizona Corporation Commission

DOCKETED

JAN 20 2016

DOCKETED BY

KE

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|--------------------------------|
| Investigator: Al Amezcua | Phone: <<< REDACTED >>> | Opinion Date: 1/12/2016 |
| Opinion Number: 2016 - 128348 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/12/2016 2:18 PM | |

| | | |
|----------------------------------|---------------------------|---------------------------------------|
| First Name: Patricia | Last Name: Sembach | Account Name: Patricia Sembach |
| Address: <<< REDACTED >>> | | |
| City: Glendale | State: AZ | Zip Code: 85308 |
| Home: <<< REDACTED >>> | | |

| | |
|-------------------------------------|--------------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
| For Assignment | Email: <<< REDACTED >>> |

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

I'm against it the cost of relocation is a cost of business It should be burden by Centurylink not the customer.

| | | | |
|---|-----------------|----------------------|---------------|
| | | Investigation | |
| Date: | Analyst: | Submitted By: | Type: |
| 1/12/2016 | Al Amezcua | Telephone | Investigation |
| Comments noted for the record and docketed. CLOSED. | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|--|---|
| Investigator: Al Amezcua | Phone: <<< REDACTED >>> | Opinion Date: 1/11/2016 |
| Opinion Number: 2016 - 128316 | | Priority: Respond within 5 business days |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/11/2016 10:56 AM | |

| | | |
|----------------------------------|--------------------------|----------------------------------|
| First Name: irma | Last Name: Graham | Account Name: irma Graham |
| Address: <<< REDACTED >>> | | |
| City: Phoenix | State: AZ | Zip Code: 85048 |

| | |
|-------------------------------------|--------------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
| For Assignment | Email: <<< REDACTED >>> |

Nature Of Opinion

| | |
|--|---------------------------------|
| Docket Number: T-01051B-15-0382 | Docket Position: Against |
|--|---------------------------------|

OPPOSED!

This is not fair. Centurylink should keep monies set aside for projects. Say "NO" This is highway robbery!
Don't do it.

| | | | |
|---|-----------------|----------------------|---------------|
| | | Investigation | |
| Date: | Analyst: | Submitted By: | Type: |
| 1/11/2016 | Al Amezcua | Other | Investigation |
| Comments noted for the record and docketed. CLOSED. | | | |

T-01051B-15-0382

Arizona Corporation Commission
Utilities Complaint Form

| | | |
|---|---|--------------------------------|
| Investigator: Tom Davis | Phone: <<< REDACTED >>> | Opinion Date: 1/20/2016 |
| Opinion Number: 2016 - 128449 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/20/2016 9:43 AM | |

| | | |
|----------------------------------|------------------------|----------------------------------|
| First Name: Shufen | Last Name: Wung | Account Name: Shufen Wung |
| Address: <<< REDACTED >>> | | |
| City: Tucson | State: AZ | Zip Code: 85750 |

| | |
|-------------------------------------|----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
|-------------------------------------|----------------------------|

Nature Of Opinion

| | |
|--|---------------------------------|
| Docket Number: T-01051B-15-0382 | Docket Position: Against |
|--|---------------------------------|

Customer is opposed to CenturyLink's proposed Facility Relocation Charge.

| | | | |
|--|-----------------|------------------------|---------------|
| Date: | Analyst: | Investigation | Type: |
| 1/20/2016 | Tom Davis | Submitted By: Other | Investigation |
| Entered for the record and docketed CLOSED | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|--------------------------------|
| Investigator: Jenny Gomez | Phone: <<< REDACTED >>> | Opinion Date: 1/14/2016 |
| Opinion Number: 2016 - 128375 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/14/2016 11:09 AM | |

| | | |
|----------------------------------|-----------------------------|--|
| First Name: Margot J. | Last Name: Champagne | Account Name: Margot J. Champagne |
| Address: <<< REDACTED >>> | | |
| City: Phoenix | State: AZ | Zip Code: 85018 |

| | |
|-------------------------------------|----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
|-------------------------------------|----------------------------|

Nature Of Opinion

| | |
|--|---------------------------------|
| Docket Number: T-01051B-15-0382 | Docket Position: Against |
|--|---------------------------------|

January 5, 2016

Arizona Corporation Commission
Consumer Services Section
1200 West Washington Street
Phoenix, AZ 85007

Re: Docket No. T-1051B-15-0382

Dear Sir/Madam:

I strongly oppose any Facility Relocation charge by CenturyLink.

Costs in connection with facility relocation are a foreseeable cost of doing business and should have been budgeted by CenturyLink out of its usual expenses. Passing along such costs to the consumer is not an expense the consumer agreed to when contracting with Century Link for services.

This added expense is inflationary and a burden on consumers who are already experiencing many increases in cost of living. As your agency knows, the Social Security Administration decided to leave this year's pension payment as is, with no increase on the grounds that inflation was not significant this past year

T-01051B-15-0382

Arizona Corporation Commission
Utilities Complaint Form

(admittedly, a highly debatable assertion).

If CenturyLink must postpone planned salary or benefit increases to pay for Facility Relocation costs, so be it. The rest of us have had to forego increased income. The Commission might think the proposed increases are minimal, but to a vast segment of CenturyLink's customer based, they are not.

If the Commission does not stand up for the consumer, it would compound already existing conflicts-of-interest issues. The fact that Arizona already has one of the highest utility costs for the average consumer, of any state, is eventually going to galvanize the public to rebel in the only venue we have - the courts.

Your truly,

Margot J. Champagne

| | | | | |
|--------------|-----------------|----------------------|----------------------|---------------|
| Date: | Analyst: | Investigation | Submitted By: | Type: |
| 1/14/2016 | Jenny Gomez | Telephone | | Investigation |

Noted and filed for the record in Docket Control. Closed

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Richard Martinez **Phone:** <<< REDACTED >>> **Opinion Date:** 1/15/2016
Opinion Number: 2016 - 128403 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/15/2016 3:08 PM

First Name: Michael **Last Name:** Pheiffer **Account Name:** Michael Pheiffer
Address:
City: **State:** **Zip Code:**
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone
For Assignment **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: T-01051B-15-0382 **Docket Position:** Against

This response is in regard to CenturyLink's request to recover cost associated with "unreimbursed costs associated with mandated government related facility moves". Since when does government force CenturyLink to move their facilities?

If we are talking about relocation of lines/facilities because of easement related issues, these cost have been in force since day 1. If CenturyLink has to move their "facilities", this cost has been and will continue to be a part of their overhead: a cost associated with doing business.

I currently have 16 taxes/fees and surcharges on my phone bill. I do not wish to see another fee. If this fee is allowed, when would it end? Would I at some point be expected to pay CenturyLink fees because of unreimbursed depreciation?

--

Michael Pfeiffer

| Investigation | | | |
|---------------|------------------|---------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/15/2016 | Richard Martinez | Telephone | Investigation |

Entered for the record and docketed.

T-01051B-15-0382

Arizona Corporation Commission
Utilities Complaint Form

| | | |
|---|---------------------------------------|---|
| Investigator: Tom Davis | Phone: <<< REDACTED >>> | Opinion Date: 1/13/2016 |
| Opinion Number: 2016 - 128372 | | Priority: Respond within 5 business days |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/13/2016 3:21 PM | |

| | | |
|----------------------------------|-------------------------------|-----------------------------------|
| First Name: Brandi | Last Name: Lange | Account Name: Brandi Lange |
| Address: <<< REDACTED >>> | | |
| City: Tucson | State: AZ | Zip Code: 85745 |
| Work: <<< REDACTED >>> | Work: <<< REDACTED >>> | Email: <<< REDACTED >>> |

| | |
|-------------------------------------|-----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone* |
|-------------------------------------|-----------------------------|

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

I am against the increase as CenturyLink already charges higher rates than any other company. They charge various charges and say they are mandatory taxes or tariffs that are not charged by other companies.

| | | | |
|---|-----------------|----------------------|---------------|
| | | Investigation | |
| Date: | Analyst: | Submitted By: | Type: |
| 1/13/2016 | Tom Davis | Telephone | Investigation |
| Entered for the record and docketed. CLOSED | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---------------------------------------|---|
| Investigator: Tom Davis | Phone: <<< REDACTED >>> | Opinion Date: 1/13/2016 |
| Opinion Number: 2016 - 128370 | | Priority: Respond within 5 business days |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/13/2016 3:14 PM | |

| | | |
|----------------------------------|--------------------------------|---|
| First Name: Henry | Last Name: Khachaturian | Account Name: Henry Khachaturian |
| Address: <<< REDACTED >>> | | |
| City: Scottsdale | State: AZ | Zip Code: 85254 |
| Cell: <<< REDACTED >>> | Email: <<< REDACTED >>> | |

| | |
|-------------------------------------|-----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone* |
|-------------------------------------|-----------------------------|

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

The docket number I am referring to is T01051B-15-0382. I am writing in opposition of Century Link's request to make the consumer responsible for the facility relocation charge. The main reason is that there is no end date that I can see. If the consumer is charged after relocation and all expenses are completed and paid for, then it's another excuse to bill consumers for services that they are not receiving. It sounds like a permanent fee and excuse to charge more money. That's the equivalent of stealing. Relocating a facility is an arbitrary decision and is rarely required for the sake of the business. If it's not necessary, then let the company pay for it themselves.

| | | | |
|--------------|-----------------|----------------------|---------------|
| | | Investigation | |
| Date: | Analyst: | Submitted By: | Type: |
| 1/13/2016 | Tom Davis | Other | Investigation |

Entered for the record and docketed. CLOSED

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Jenny Gomez **Phone:** <<< REDACTED >>> **Opinion Date:** 1/13/2016
Opinion Number: 2016 - 128367 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/13/2016 11:53 AM

First Name: Gary **Last Name:** Moser **Account Name:** Gary Moser
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85021

Company: CenturyLink * Qwest **Division:** Telephone*

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

I was self employed for 26 years and would never ask my clients to help me with Relocating. Simple I Don't Believe Any Business Should Charge Their Clients/Customers because the business has to move.

Sincerely,

Gary Moser

| Investigation | | | |
|--|-------------|---------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/13/2016 | Jenny Gomez | Telephone | Investigation |
| Noted and filed for the record in Docket Control. Closed | | | |

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

| | | |
|---|---|--------------------------------|
| Investigator: Tom Davis | Phone: <<< REDACTED >>> | Opinion Date: 1/13/2016 |
| Opinion Number: 2016 - 128371 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/13/2016 3:18 PM | |

| | | |
|----------------------------------|--------------------------------|------------------------------------|
| First Name: William | Last Name: Walsh | Account Name: William Walsh |
| Address: <<< REDACTED >>> | | |
| City: Scottsdale | State: AZ | Zip Code: 85254 |
| Home: <<< REDACTED >>> | Email: <<< REDACTED >>> | |

| | |
|-------------------------------------|-----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone* |
|-------------------------------------|-----------------------------|

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Words cannot adequately express my disdain for this proposal and for the manner in which it has been presented to the public. The November 9, 2015 letter to the Corporation Commission is problematic in that Century Link apparently thought that this proposal would be approved in quick manner. "This fee is a monthly charge of \$1.00 per retail access line which allows CenturyLink to recover some of the costs of government mandated relocations of CenturyLink's network facilities. Customers will be notified of this new charge on their December bills. The fee will be recalculated and updated annually. " Starting at \$1.00 and "recalculated and updated annually." For what exactly? Aren't these costs something a business should be anticipating. And under this proposal, the maximum of \$3.00 per month would be applied as soon as possible after the first year given the vague nature of the application. Next, in the December letter sent out to its customers, Century Link referred the users to the Corporation Commission for an explanation of the application. Failing that (and Commission employees seemed reluctant to discuss it instead stating that the company had the responsibility to describe it) t letter provided a toll free number to contact Century Link. Making that call proved to be a useless exercise as the individual I talked with in Utah knew nothing other that it was supposed to be a \$1.00 increase and "everything goes up." Next I was under the impression that under eminent domain that when a government forced a move in a property, that THAT government was responsible for underwriting the costs of the move (perhaps not to the liking of the one being forced but still there is some recompense involved). Approving this application would be nothing more than an additional tax on the customers of Century Link for which the customers would see no improvement in service. I ask the Arizona Corporation Commission to please vote NO to this proposal.

| Investigation | | | |
|---------------|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/13/2016 | Tom Davis | Other | Investigation |

Entered for the record and docketed. CLOSED

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|--------------------------------|
| Investigator: Carmen Madrid | Phone: <<< REDACTED >>> | Opinion Date: 1/12/2016 |
| Opinion Number: 2016 - 128338 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/12/2016 9:28 AM | |

| | | |
|-------------------------|----------------------------|------------------------------------|
| First Name: Fern | Last Name: Schwartz | Account Name: Fern Schwartz |
|-------------------------|----------------------------|------------------------------------|

Address:

| | | |
|--------------|---------------|------------------|
| City: | State: | Zip Code: |
|--------------|---------------|------------------|

| | |
|-------------------------------------|-----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone* |
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Nature Of Opinion

| | |
|--|---------------------------------|
| Docket Number: T-01051B-15-0382 | Docket Position: Against |
|--|---------------------------------|

Consumer states that her mortgage is being raised and she is blind. She is opposed to any Facility Relocation charges that CenturyLink is asking for.

| | | | |
|---------------------------------|-----------------|----------------------|---------------|
| | | Investigation | |
| Date: | Analyst: | Submitted By: | Type: |
| 1/12/2016 | Carmen Madrid | Telephone | Investigation |
| Opinion noted and filed. closed | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|--------------------------------|
| Investigator: Carmen Madrid | Phone: <<< REDACTED >>> | Opinion Date: 1/11/2016 |
| Opinion Number: 2016 - 128321 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/11/2016 2:16 PM | |

| | | |
|----------------------------------|--------------------------------|----------------------------------|
| First Name: Lynda | Last Name: Smith | Account Name: Lynda Smith |
| Address: <<< REDACTED >>> | | |
| City: Tucson | State: AZ | Zip Code: 85716 |
| Home: <<< REDACTED >>> | Email: <<< REDACTED >>> | |

| | |
|-------------------------------------|-----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone* |
|-------------------------------------|-----------------------------|

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

I am against this "tariff" as it is simply another rate increase disguised as a unreimbursed costs. There is no limit to the time frame that CenturyLink will be allowed to charge this fee, there is no ending date to the fee, there is no guarantee that the company will use the fee charged for what they are stating, and the fee would be allowed to be increased after the first year. Why does the consumer have to pay for something that is an ordinary cost of doing business with state and local governments. I do not believe that CenturyLink is not not aware of relocation needs years in advance. It is difficult enough for people to maintain their landlines - this would just add to the ever increasing cost of service that provides no value to the consumer I strongly am against this rate tariff.

| | | Investigation | |
|---|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/11/2016 | Carmen Madrid | Telephone | Investigation |
| Opinion noted and filed in Docket. closed | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---------------------------------------|---|
| Investigator: Carmen Madrid | Phone: <<< REDACTED >>> | Opinion Date: 1/8/2016 |
| Opinion Number: 2016 - 128292 | | Priority: Respond within 5 business days |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/8/2016 11:56 AM | |

| | | |
|-------------------------------|----------------------------|----------------------|
| First Name: David | Last Name: Lawrence | Account Name: |
| Address: | | |
| City: | State: | Zip Code: |
| Home: <<< REDACTED >>> | | |

| | |
|-------------------------------------|-----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone* |
|-------------------------------------|-----------------------------|

Nature Of Opinion

| | |
|--|---------------------------------|
| Docket Number: T-01051B-15-0382 | Docket Position: Against |
|--|---------------------------------|

Consumer is opposed the CenturyLink Facility Relocation charge. the company needs to manage their money better. Why should consumers have to pay for their moving expenses.

T-01051B-15-0382

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 1/8/2016
Opinion Number: 2016 - 128291 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/8/2016 11:52 AM

First Name: Barbara **Last Name:** England **Account Name:** Barbara England
Address:
City: **State:** **Zip Code:**
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone*

Nature Of Opinion

Docket Number: T-01051B-15-0382 **Docket Position:** Against

Consumer is opposed the CenturyLink Facility Relocation charge.

| | | Investigation | |
|---------------------------------|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/8/2016 | Carmen Madrid | Telephone | Investigation |
| opinion noted and filed. closed | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|-------------------------------|
| Investigator: Michael Buck | Phone: <<< REDACTED >>> | Opinion Date: 1/8/2016 |
| Opinion Number: 2016 - 128295 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/8/2016 1:27 PM | |

| | | |
|----------------------------------|----------------------------|-------------------------------------|
| First Name: Randy | Last Name: Klockson | Account Name: Randy Klockson |
| Address: <<< REDACTED >>> | | |
| City: Marana | State: AZ | Zip Code: 85658 |
| Home: <<< REDACTED >>> | | |

| | |
|-------------------------------------|-----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone* |
|-------------------------------------|-----------------------------|

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Strongly object to this charge. It's just another tax. Three dollars is not a large sum but this charge has no end date. Please do not give into their request.

| | | | |
|--------------|-----------------|----------------------|---------------|
| | | Investigation | |
| Date: | Analyst: | Submitted By: | Type: |
| 1/8/2016 | Michael Buck | Telephone | Investigation |

Recorded for the record and docketed.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Richard Martinez Phone: <<< REDACTED >>> Opinion Date: 1/7/2016
 Opinion Number: 2016 - 128276 Priority: Respond within 5 business days
 Opinion Codes: Rate Case Items - Opposed Closed Date: 1/8/2016 9:00 AM

First Name: Marcia Last Name: Petersen Account Name: Marcia Petersen
 Address: <<< REDACTED >>>

City: Tucson State: AZ Zip Code: 85741

Company: CenturyLink * Qwest Division: Telephone
 For Assignment Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Request the AZ Corporation Commission deny Century Links request to raise rates for recovery of costs for relocations of facilities mandated by the government. In our house we budget and if that means we don't get what we want . "oh well". In reviewing Century Link's financial web-site I found the following information: CenturyLink Reports Third Quarter 2015 Results Achieved operating revenues of approximately \$4.6 billion dollars, including core revenues (1) of approximately \$4.0 billion Generated operating cash flow (2) of 1.78 billion, excluding special items Generated free cash flow (2), excluding special items of \$747 million Achieved Adjusted Net Income (2) of \$390 million and Adjusted Net Income (2) of \$390 million and Adjusted Diluted EPS (2) of \$0.70, excluding items Added more than 11,000 Prism TV customers during their quarter Repurchased nearly 9.8 million shares for \$263 million during third quarter; Program to date through November 3, 2015 repurchased 27.5 million shares for \$867 million leaving approximately \$133 million outstanding under the current \$1 billion repurchase program Company also announces strategic alternatives review for global data centers Company Release - 11/04/2015 16:16 PRNewswire/-CenturyLink, Inc. (NYSE: CTL) today reported results for third quarter 2015. "CenturyLink achieved solid third quarter revenues from its Consumer and Business retail network customers, while Business wholesale and hosting revenues declined. We excited the quarter with a very strong business sales funnel, including an increased number of large deal opportunities. This funnel has contributed to strengthen during the fourth quarter and October sales results were the highest of the year. We are also on track to achieve our targeted reduction of approximately \$125 million in planned second half 2015 operating expenses, with the majority of the reduction expected to occur in the fourth quarter," said Glen F. Post III, chief executive officer and president. Consolidated Financial Results - Operating Revenues for third quarter 2015 were \$5.5 billion compared to \$4.5 billion in the third quarter of 2014. Operating expenses, excluding special items, decreased to \$3.82 billion from 3.87 billion in third quarter 2014. Operating cash flow (as defined in our attached supplement schedules), excluding special items, increased to \$1.78 million from \$1.78 billion from \$1.75 billion in third quarter 2014. Excluding the items outlined above, Century Link's Adjusted Net Income for third quarter 2015 was \$390 million compared to Adjusted Net income of \$359 million in third quarter 2014. GAAP results - Third Quarter under generally accepted accounting principles (GAAP), net income for third quarter 2015 was \$205 million compared to a net income of \$188 million for the third quarter 2014. Does the above information reflect a corporation in financial straits, "NO."

It is hard for little people, no longer considered "middle class" but now "upper lower class" to fathom these amounts of money and willing agreed to raise taxes. Lastly, I voted for the sitting commission because I felt "maybe this time" we can get someone with practical, sensible and conservative values and standards. I hope I was right. Thank you for the opportunity to comment on this issue. T-01051B-15-0382. My phone never works when it rains the last 21 years.

T-01051B-15-0382

Arizona Corporation Commission
Utilities Complaint Form

Investigation

Date:

Analyst:

Submitted By:

Type:

1/8/2016

Richard Martinez

Telephone

Investigation

Entered into the database for the record and docketed.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter

Phone: <<< REDACTED >>>

Opinion Date: 1/6/2016

Opinion Number: 2016 - 128240

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 1/6/2016 10:27 AM

First Name: Terri

Last Name: Siddons

Account Name: Terri Siddons

Address: <<< REDACTED >>>

City: Glendale

State: AZ

Zip Code: 85310

Home: <<< REDACTED >>>

Company: CenturyLink * Qwest

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Lousy service, higher fees, no transparency. I oppose another tariff at customer expense.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Trish Meeter

Phone: <<< REDACTED >>>

Opinion Date: 1/6/2016

Opinion Number: 2016 - 128225

Priority: Respond within 5 business days

Opinion Codes: Quality of Service - Customer Service Contact

Closed Date: 1/6/2016 8:07 AM

Rate Case Items - Opposed

First Name: Richard

Last Name: Barker

Account Name: Richard Barker

Address: <<< REDACTED >>>

City: Phoenix

State: AZ

Zip Code: 85017

Home: <<< REDACTED >>>

Company: CenturyLink * Qwest

Division: Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Caller opposed to increase in relocation charge.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Al Amezcua **Phone:** <<< REDACTED >>> **Opinion Date:** 1/5/2016
Opinion Number: 2016 - 128184 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/5/2016 11:47 AM

First Name: Andrew **Last Name:** Rusk **Account Name:** Andrew Rusk
Address: <<< REDACTED >>>
City: Flagstaff **State:** AZ **Zip Code:** 86001
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone
For Assignment **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: T-01051B-15-0382 **Docket Position:** Against
I don't feel that Century Link should be able to pass along their cost of business to the consumer.

| | | Investigation | |
|---|------------|---------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/5/2016 | Al Amezcua | Telephone | Investigation |
| Comments noted for the record and docketed. CLOSED. | | | |

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Al Amezcua

Phone: <<< REDACTED >>>

Opinion Date: 12/23/2015

Opinion Number: 2015 - 127878

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 12/23/2015 2:29 PM

First Name: Kevin

Last Name: Carpenter

Account Name: Kevin Carpenter

Address: <<< REDACTED >>>

City: Gilbert

State: AZ

Zip Code: 85298

Cell: <<< REDACTED >>>

Email: <<< REDACTED >>>

Home: <<< REDACTED >>>

Company: CenturyLink * Qwest

Division: Telephone

For Assignment

Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

The fact the government required them to relocate any facility is not my responsibility as a customer. If that facility was in my neighborhood specific I might consider it pertinent, but even then the fact they have to move facilities is not my concern as a customer, its their cost they should be required to cover out of their profits, not by suddenly increasing my bill anywhere from \$1 to \$3 per month for some indefinite period. I feel this has less to do with a actual cost then with a way for them to gain extra 'fee' income as so many other businesses do instead of just 'raising' rates.

Investigation

Date:

Analyst:

Submitted By:

Type:

12/23/2015

Al Amezcua

Telephone

Investigation

Comments noted for the record and docketed. CLOSED.

Arizona Corporation Commission

Utilities Complaint Form

Investigator: Al Amezcua **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127899 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 9:49 AM

First Name: Maureen **Last Name:** Gorski **Account Name:** Maureen Gorski
Address:
City: **State:** **Zip Code:**
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone
For Assignment **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Position: Against

Customer called to get clarification on the Facility Relocation Charge Letter.

She objects the application and wanted the Commissioners to just SAY NO.

T-01051B-15-0382

Arizona Corporation Commission Utilities Complaint Form

Investigator: Al Amezcua **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127882 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 2:36 PM

First Name: John **Last Name:** Adkins **Account Name:** John Adkins
Address: <<< REDACTED >>>
City: Phoenix **State:** AZ **Zip Code:** 85048
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone
For Assignment **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Century Link is already nickel-and-diming the consumers with various fees and other charges. Why should its users have to pay for "costs associated with mandated government related facility moves"? Let the phone company fight it out with the government entity, but keep the consumers out of it. I am almost ready to dump Century Link, if I can find someone else who can furnish "real" landline phone service. No VOIP crap, and probably not the stupid cable company. Does anyone else long for the days when we had Mountain States Tel & Tel? (Mountain Bell's predecessor, in case you didn't know--which was long before Century Link.)

| Investigation | | | |
|---------------|------------|---------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 12/23/2015 | Al Amezcua | Telephone | Investigation |

Comments noted for the record and docketed. CLOSED.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---------------------------------------|---|
| Investigator: Jenny Gomez | Phone: <<< REDACTED >>> | Opinion Date: 1/20/2016 |
| Opinion Number: 2016 - 128450 | | Priority: Respond within 5 business days |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/20/2016 9:49 AM | |
| First Name: Charlene | Last Name: Crossan | Account Name: Charlene Crossan |
| Address: <<< REDACTED >>> | | |
| City: Tucson | State: AZ | Zip Code: 85743 |
| Company: CenturyLink * Qwest | | Division: Telephone |

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

January 3, 2016

Centurylink

20 E Thomas Road, 1st Floor

Phoenix, AZ 85012-3110

Re: Docket No. T-010518-15-0382

I have read and tried to understand, the application of Quest Corporation dba Century Link QC for revisions to Centurylinks Competitive Exchange and Network Services Tariff to introduce the Facility Cost Recovery Surcharge.

My concern is the \$1.00 rate increase in the first 12 months, with a maximum \$3.00 rate increase after the first 12 months. I am against any rate increase if it effects my monthly statements.

I understand the need for businesses to make a profit, but after looking at your top CEO's salary and equity, I dare to say, "Take the expense of Facility Relocation, out from the pockets of your stock holders."

Charlene Crossan

6610 N Taylor Ln

T-01051B-15-0382

Arizona Corporation Commission
Utilities Complaint Form

Tucson, AZ 85743

cc: Consumer Services Section of the Commission

1200 West Washington Street

Phoenix, AZ 85007-2927

| Investigation | | | |
|--|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/20/2016 | Jenny Gomez | Telephone | Investigation |
| Noted and filed for the record in Docket Control. Closed | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|-------------------------------|
| Investigator: Tom Davis | Phone: <<< REDACTED >>> | Opinion Date: 1/8/2016 |
| Opinion Number: 2016 - 128300 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/8/2016 3:53 PM | |

| | | |
|----------------------------------|--------------------------------|--|
| First Name: Henry & Clare | Last Name: Guthrie | Account Name: Henry & Clare Guthrie |
| Address: <<< REDACTED >>> | | |
| City: Scottsdale | State: AZ | Zip Code: 85254 |
| Cell: <<< REDACTED >>> | Email: <<< REDACTED >>> | |

| | |
|-------------------------------------|-----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone* |
|-------------------------------------|-----------------------------|

Nature Of Opinion

| | |
|--|---------------------------------|
| Docket Number: T-01051B-15-0382 | Docket Position: Against |
|--|---------------------------------|

CENTURYLINK, POSSIBLY THE LEAST USER-FRIENDLY COMPANY IN ARIZONA

Arizona Corporation Commission
1200 W. Washington, Phoenix, AZ 85007

Dear Members of the Arizona Corporation Commission:

My opinion (candidly expressed in the above subject), together with my suggestion that any rate increase petitioned by CenturyLink will be denied is the reason for sending this letter to you. It is my hope you will review the following.

During the past several years of sending/receiving business and personal communications via my internet provider, CenturyLink, I have suffered endless technical problems not caused by my computer hardware or by me.

After listening to endless recorded music interspersed by self-aggrandizing company advertising, a call to CenturyLink's pitifully inept system to provide technical assistance commences first by polite, soft-spoken, ill-trained Philippine nationals, whose (1) lack of technical knowledge, (2) poor command of the English language and (3) often malfunctioning headsets, combine to make their well-meaning efforts totally useless. Time spent in this phase of my search for assistance: thirty, often forty-five minutes.

Arizona Corporation Commission Utilities Complaint Form

A request to transfer the call for technical assistance back to a US-based representative results in further recorded music and announcements (often lasting up to twenty minutes) endlessly repeating how important the call is to CenturyLink.

More than often, when a US technician answers, a second detailed explanation of the technical problem results in the "technician" explaining that "...this problem is so complex, I must confer with a CenturyLink 'Senior Technician' in order to explain the problem, and obtain a resolution."

In this, "the age of communication," how, you ask, does a (supposedly 'Junior Technician') working for CenturyLink communicate with a "Senior Technician" while I am on the line awaiting (now, for an ear-crushing period of time) a solution to my technical problem?

The "Junior Technician" types (that's right, folks, types) a text message to CenturyLink's "Senior Technician" and I (the caller), together with the "Junior Technician," patiently wait for a response because the "Senior Technician" constantly deals with various incoming text messages from other "Junior Technicians" seeking answers to technical problems.

Upon first discovering this quaintly vintage technique of dealing with CenturyLink, I asked the "Junior Technician" if I could just short-cut the laboriously painful process by either speaking directly with the "Senior Technician," or, worst case, just texting him/her directly? Answer: "Strange as it may seem, sir, that's not the way we do it at CenturyLink, neither you nor I is allowed to speak to a "Seniro Technician" and I have no way of connecting you to his line."

I share this information about CenturyLink's poor, amazingly archaic, internet service and its difficulty – often inability- to resolve technical problems for its subscribers, because it is clear that CenturyLink inherited and has fully embraced Qwest's (it's predecessor's) ongoing failure to meet service needs professionally or within a reasonable time frame.

A search for additional information about CenturyLink's and its predecessors' shortcomings revealed the following: Qwest Communications International and its successor company Qwest (which merged with CenturyLink on April 1, 2011) was accused of "...practicing predatory billing and collection methods...and, it was claimed that subscribers' demands were often greater than their ability to fill orders..."

As centuryLink's poorly worded letter of December 15, 2015 appears to be composed to thoroughly confuse, rather than inform its clients as to its meaning, perhaps the Arizona Corporation Commission should suggest that CenturyLink's letters should be written by a "Senior," rather than a "Junior" executive.

Until both it's internet service and technical service improve, it is my earnest hope that members of the

T-01051B-15-0382

Arizona Corporation Commission
Utilities Complaint Form

Corporation Commission will deny any form of rate increase to CenturyLink.

Sincerely,

Henry Guthrie

| | | | |
|--------------|-----------------|----------------------|---------------|
| Date: | Analyst: | Investigation | |
| | | Submitted By: | Type: |
| 1/8/2016 | Tom Davis | Other | Investigation |

Entered for the record and docketed CLOSED

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|---------------------------------|
| Investigator: Al Amezcua | Phone: <<< REDACTED >>> | Opinion Date: 12/23/2015 |
| Opinion Number: 2015 - 127881 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 12/23/2015 2:35 PM | |

| | | |
|----------------------------------|--------------------------|---------------------------------|
| First Name: Jon | Last Name: Wollen | Account Name: Jon Wollen |
| Address: <<< REDACTED >>> | | |
| City: Safford | State: AZ | Zip Code: 85546 |
| Home: <<< REDACTED >>> | | |

| | |
|-------------------------------------|--------------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
| For Assignment | Email: <<< REDACTED >>> |

Nature Of Opinion

| | |
|--|---------------------------------|
| Docket Number: T-01051B-15-0382 | Docket Position: Against |
|--|---------------------------------|

This is just another fee on the access lines that already has roughly half of the bill in taxes and fees. No wonder that folks are letting go of the access lines phones and switching to cell phones.

| Investigation | | | |
|---|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 12/23/2015 | Al Amezcua | Telephone | Investigation |
| Comments noted for the record and docketed. CLOSED. | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|---------------------------------|
| Investigator: Al Amezcua | Phone: <<< REDACTED >>> | Opinion Date: 12/23/2015 |
| Opinion Number: 2015 - 127880 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 12/23/2015 2:33 PM | |

| | | |
|----------------------------------|----------------------------|-------------------------------------|
| First Name: Nancy | Last Name: Atherton | Account Name: Nancy Atherton |
| Address: <<< REDACTED >>> | | |
| City: Phoenix | State: AZ | Zip Code: 85051 |
| Home: <<< REDACTED >>> | | |

| | |
|-------------------------------------|--------------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
| For Assignment | Email: <<< REDACTED >>> |

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

CenturyLink Corporation should not need or be allowed to charge this tariff. This corporation generates enough revenue from customers and should be able to cover these costs without passing this on to the consumer. There are already too many fees attached to even the basic phone plan. To the court please do not approve this tariff.

| | | Investigation | |
|--------------|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 12/23/2015 | Al Amezcua | Telephone | Investigation |

Comments noted for the record and docketed. CLOSED.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|---------------------------------|
| Investigator: Al Amezcua | Phone: <<< REDACTED >>> | Opinion Date: 12/23/2015 |
| Opinion Number: 2015 - 127879 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: | |

| | | |
|----------------------------------|--------------------------------|------------------------------------|
| First Name: Matilda | Last Name: Essig | Account Name: Matilda Essig |
| Address: <<< REDACTED >>> | | |
| City: Sonoita | State: AZ | Zip Code: 85637 |
| Home: <<< REDACTED >>> | Email: <<< REDACTED >>> | |

| | |
|-------------------------------------|--------------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
| For Assignment | Email: <<< REDACTED >>> |

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

T-01051B-15-0382 I do not feel that the subscribers should have to pay for this. This of us who live rurally must already pay extremely high rates for our landlines because every call we make is considered long distance, and therefore requires a long distance package in order to avoid being subject to higher third party long distance prices. I do not use my phone on even a daily basis, yet I must have it for emergencies. I feel I am already paying an exorbitant price for a service I barely use but must keep for reasons of home security. Qwest makes enough profit from me already without adding this extra cost.

| Investigation | | | |
|---|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 12/23/2015 | Al Amezcua | Telephone | Investigation |
| Comments noted for the record and docketed. CLOSED. | | | |

T-01051B-15-0382

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Al Amezcua **Phone:** <<< REDACTED >>> **Opinion Date:** 12/23/2015
Opinion Number: 2015 - 127944 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 12/23/2015 3:38 PM

First Name: Pete **Last Name:** Castro **Account Name:** Pete Castro
Address:
City: **State:** **Zip Code:**
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone
For Assignment **Email:** <<< REDACTED >>>

Nature Of Opinion

Docket Number: T-01051B-15-0382 **Docket Position:** Against

Opposes the request and would like for the commission to say no.

| | | Investigation | |
|---|------------|---------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 12/23/2015 | Al Amezcua | Telephone | Investigation |
| Comments noted for the record and docketed. CLOSED. | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Al Amezcua

Phone: <<< REDACTED >>>

Opinion Date: 12/23/2015

Opinion Number: 2015 - 127942

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 12/23/2015 3:33 PM

First Name: Dolores

Last Name: Church

Account Name: Dolores Church

Address:

City:

State:

Zip Code:

Home: <<< REDACTED >>>

Company: CenturyLink * Qwest

Division: Telephone

For Assignment

Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

She would like for this increase to be denied. She's on a fix income and is a senior citizen. NO

Investigation

Date:

Analyst:

Submitted By:

Type:

12/23/2015

Al Amezcua

Telephone

Investigation

Comments noted for the record and docketed. CLOSED.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Al Amezcua

Phone: <<< REDACTED >>>

Opinion Date: 1/6/2016

Opinion Number: 2016 - 128202

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 1/6/2016 8:15 AM

First Name: Johm

Last Name: Nichols

Account Name: Johm Nichols

Address: <<< REDACTED >>>

City: Phoenix

State: AZ

Zip Code: 85006

Cell: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: CenturyLink * Qwest

Division: Telephone

For Assignment

Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

I feel that the money from the revenue that is being made on a monthly basis from the CenturyLink customer's, should be used to help in any re-location moves in regards to CenturyLink facility move. I feel that when making a large amount of Revenue from your customer base, you should always take into account and put moneys aside for these type of situations. I also feel that when you are making a Large amount of Revenue from your customer base but then have something come up and have to spend money doing it, and then you want to charge Extra for getting the facility move done, I feel this is "Double Dipping". CenturyLink can not have it both ways, so I am against this rate increase.

Investigation

Date:

Analyst:

Submitted By:

Type:

1/6/2016

Al Amezcua

Telephone

Investigation

Comments noted for the record and docketed. CLOSED.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|---------------------------------|
| Investigator: Al Amezcua | Phone: <<< REDACTED >>> | Opinion Date: 12/23/2015 |
| Opinion Number: 2015 - 127870 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 12/23/2015 2:02 PM | |

| | | |
|----------------------------------|--------------------------------|--------------------------------------|
| First Name: Cletus | Last Name: Bottrell | Account Name: Cletus Bottrell |
| Address: <<< REDACTED >>> | | |
| City: Scottsdale | State: AZ | Zip Code: 85257 |
| Home: <<< REDACTED >>> | Email: <<< REDACTED >>> | |

| | |
|-------------------------------------|--------------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
| For Assignment | Email: <<< REDACTED >>> |

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Having received notice of the fee request, I note that the information is incomplete. The request seeks "recovery for unreimbursed costs associated with mandated government related facility moves". What move, to where, what government agency and why are missing. Just because an expense is unreimbursed does not exempt CenturyLink from a "cost of business" expense to be borne by the company and it's shareholders. If mandated by a genuine government need as expressed by the public domain laws, that government agency is responsible for cost of any property being taken under public domain just as it is when a house is condemned for public domain purposes and properly compensating the owner for the property and the inconvenience. To date, all CenturyLink is saying is, "we have to move, we need money to do it and we don't want our shareholders to pay for it". CenturyLink not made a case with the people they do want to pay for it. And the only case they've made is for CenturyLink to pay for the move. In closing, according to this web page provided by CenturyLink, www.centurylink.com/help/index.php?assetid=224, Arizona is NOT an affected state or at need for the Relocation Charge and so the request would be unnecessary and should be withdrawn

| | | | |
|---|-----------------|----------------------|---------------|
| Investigation | | | |
| Date: | Analyst: | Submitted By: | Type: |
| 12/23/2015 | Al Amezcua | Telephone | Investigation |
| Comments noted for the record and docketed. CLOSED. | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|--------------------------------|---|
| Investigator: Al Amezcua | Phone: <<< REDACTED >>> | Opinion Date: 12/23/2015 |
| Opinion Number: 2015 - 127929 | | Priority: Respond within 5 business days |
| Opinion Codes: Rate Case Items - Opposed | | Closed Date: 12/23/2015 2:00 PM |

| | | |
|--------------------------|---------------------------|------------------------------------|
| First Name: Diane | Last Name: Maynard | Account Name: Diane Maynard |
| Address: | | |
| City: | State: | Zip Code: |

| | |
|-------------------------------------|--------------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
| For Assignment | Email: <<< REDACTED >>> |

Nature Of Opinion

| | |
|--|---------------------------------|
| Docket Number: T-01051B-15-0382 | Docket Position: Against |
|--|---------------------------------|

She doesn't think this is right. Her bill keeps going up and up. Centurylink gets plenty of monies as it is. I don't want to pay for anything else. Say No

| | | | |
|---|-----------------|----------------------|---------------|
| | | Investigation | |
| Date: | Analyst: | Submitted By: | Type: |
| 12/23/2015 | Al Amezcua | Telephone | Investigation |
| Comments noted for the record and docketed. CLOSED. | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|--------------------------------------|---|
| Investigator: Michael Buck | Phone: <<< REDACTED >>> | Opinion Date: 1/6/2016 |
| Opinion Number: 2016 - 128235 | | Priority: Respond within 5 business days |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/6/2016 9:15 AM | |

| | | |
|--------------------------------|-------------------------------|-------------------------------------|
| First Name: Gerry | Last Name: Kaufhold | Account Name: Gerry Kaufhold |
| Address: | | |
| City: | State: | Zip Code: |
| Email: <<< REDACTED >>> | Home: <<< REDACTED >>> | |

| | |
|-------------------------------------|----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
|-------------------------------------|----------------------------|

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

What does the Century Link Relocation Charge filing MEAN? What facilities are being relocated? I cannot find ANYTHING that actually EXPLAINS what it is that Century Link is trying to do, other than to charge me \$3.00 per access line. PLEASE VOTE NO ON THIS!!! The eDocket Number I am researching is Docket No. T-01051B-15-0382. What is the actual ISSUE being decided? If it is ONLY TO RAISE THEIR RATE please VOTE NO. They do NOTHING for us here in rural Kearny Arizona. OUR BROADBAND IS TERRIBLE, and YET there is a CENTURY LINK FIBER OPTIC CABLE RUNNING RIGHT THROUGH OUT TOWN THAT CENTURY LINK REFUSES TO USE TO CREATE ADEQUATE RURAL BROADBAND. WHO on the Arizona Corporation commission can help us get BROADBAND to KEARNY over the Century Link FIBER OPTIC CABLE THAT IS ALREADY RUNNING TO THEIR CENTRAL OFFICE HERE IN TOWN? THanks.

| Investigation | | | |
|---------------------------------------|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/6/2016 | Michael Buck | Telephone | Investigation |
| Entered into the record and docketed. | | | |

| | | | |
|--------------|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/6/2016 | Michael Buck | Telephone | Investigation |

Inquiry Number 128237 sent to Company.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|-------------------------------|
| Investigator: Tom Davis | Phone: <<< REDACTED >>> | Opinion Date: 1/4/2016 |
| Opinion Number: 2016 - 128180 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/4/2016 10:23 AM | |

| | | |
|----------------------------------|------------------------|---------------------------------|
| First Name: Vilma | Last Name: Ward | Account Name: Vilma Ward |
| Address: <<< REDACTED >>> | | |
| City: Mayer | State: AZ | Zip Code: 86333 |

| | |
|-------------------------------------|----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
|-------------------------------------|----------------------------|

Nature Of Opinion

| | |
|--|---------------------------------|
| Docket Number: T-01051B-15-0382 | Docket Position: Against |
|--|---------------------------------|

Customer is opposed to the proposed Facility Relocation Charge.

| | | | |
|---|-----------------|----------------------|---------------|
| | | Investigation | |
| Date: | Analyst: | Submitted By: | Type: |
| 1/4/2016 | Tom Davis | Other | Investigation |
| Entered for the record and docketed. CLOSED | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|--------------------------------------|---|
| Investigator: Tom Davis | Phone: <<< REDACTED >>> | Opinion Date: 1/4/2016 |
| Opinion Number: 2016 - 128165 | | Priority: Respond within 5 business days |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/4/2016 8:53 AM | |

| | | |
|----------------------------------|--------------------------------|-----------------------------------|
| First Name: Edward | Last Name: Steel | Account Name: Edward Steel |
| Address: <<< REDACTED >>> | | |
| City: Gilbert | State: AZ | Zip Code: 85295 |
| Home: <<< REDACTED >>> | Email: <<< REDACTED >>> | |

| | |
|-------------------------------------|----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
|-------------------------------------|----------------------------|

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Why should I as a homeowner have to pay for a relocation as a fee. Let the stockholders pick up the tab. It's their business. Thank you for your consideration

| Investigation | | | |
|---|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/4/2016 | Tom Davis | Other | Investigation |
| Entered for the record and docketed. CLOSED | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Tom Davis

Phone: <<< REDACTED >>>

Opinion Date: 1/4/2016

Opinion Number: 2016 - 128163

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 1/4/2016 8:52 AM

First Name: Gary

Last Name: Gideon

Account Name: Gary Gideon

Address: <<< REDACTED >>>

City: Tucson

State: AZ

Zip Code: 85730

Home: <<< REDACTED >>>

Company: CenturyLink * Qwest

Division: Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Every since CenturyLink took over Qwest we have continually seen increases in our cost of telephone service. It's gotten to the point that basic landline service is nearly unaffordable. Our service is for "local" calls only - no "long distance" at all. Cell phones would be way out of our budget if we were to get rid of our landline. Having been in business ourselves, and involved in the businesses of our sons, we have always had to bear the costs for moves, any regulatory changes, or other increased costs of doing business ourselves. Any increase in the prices we charged our customers put us in the position of losing those customers to the competition. For companies like CenturyLink there is no real competition! They are terrible to do business with. Getting repair service is extremely difficult. We have a static noise in our phone line that has never been resolved. This noise is caused by old trunk lines in our area. The line in our yard is NOT the problem, as we have been told by the technicians sent out. But, CenturyLink apparently has no plans to replace the trunk lines, as that would cost them money. Apparently the stockholders cannot absorb the cost. We understand that road widening projects and the like force lines and other equipment to be moved. However, EVERY utility knows that this is part of the cost of doing business, and should plan for it. When other businesses have to relocate due to government projects, they're on their own. Why not utilities?! It appears that when a utility decides to increase their profit margin, all they need to do is submit a request to the Corporation Commission. It's about time the ACC begins to represent the people who elect you. There is no NEED for CenturyLink to pass this cost onto telephone subscribers. We respectfully ask that the Arizona Corporation Commission deny this request.

Investigation

Date:

Analyst:

Submitted By:

Type:

1/4/2016

Tom Davis

Other

Investigation

Entered for the record and docketed. CLOSED

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|-------------------------------|
| Investigator: Tom Davis | Phone: <<< REDACTED >>> | Opinion Date: 1/4/2016 |
| Opinion Number: 2016 - 128160 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/4/2016 8:42 AM | |

| | | |
|----------------------------------|-------------------------------|----------------------------------|
| First Name: OLLIE | Last Name: WOODS | Account Name: OLLIE WOODS |
| Address: <<< REDACTED >>> | | |
| City: TUCSON | State: AZ | Zip Code: 85732 |
| Home: <<< REDACTED >>> | Cell: <<< REDACTED >>> | Email: <<< REDACTED >>> |

| | |
|-------------------------------------|----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
|-------------------------------------|----------------------------|

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

As a Century Link/Qwest customer for over thirty years in Arizona, I object to the imposition of additional tariffs on its consumers. It has to stop at some point because Century Link repeatedly requests increases with no appreciable difference in the quality of service to its customers. The amount we pay each month steadily increases with no benefit to us. The Commission needs to take into consideration that costs for service exceeds the public's earning ability. Most workers do not receive pay increases in salaries or annuities that can keep pace with the exorbitant increases in utilities. As a teacher in the Tucson Unified School District, I received ONE pay raise in eleven years and the next year it was rescinded. I used a large part of that paltry salary to buy needed teaching supplies that were not supplied by the district or parents. Now I am retired, on a fixed income and unable to continue working. Now Century Link and other utilities are systematically destroying any quality of life I hope to have by taking away my retirement to pay for programs that offer NO benefits to me as a consumer. If I want to move my residency, I cannot infringe on the public's pockets to do it, neither should Century Link! At some point someone should employ common sense and say enough! Stop the extortion! It is my hope that the commission would put an end to the repeated gouging of the consumer by utilities who seem to feel that the sky is their limit in spending. I'm sure that there are many other people in the same predicament that I am in the very real struggle to exist on a daily basis. I deny myself things in order to make the payments for the exorbitant bills presented by Century Link each month that steadily increases. There are so many fees and surcharges listed on my bill that I doubt Century Link employees could explain why they're there. Another one to three dollars may not seem like much in the grand scheme of things, but to many of us, it could make a difference between eating or not. Please deny this implementation of a Facility Relocation charge. Thank you.

| | | | |
|----------------------|-----------------|----------------------|---------------|
| Investigation | | | |
| Date: | Analyst: | Submitted By: | Type: |
| 1/4/2016 | Tom Davis | Other | Investigation |

Entered for the record and docketed. CLOSED

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Tom Davis

Phone: <<< REDACTED >>>

Opinion Date: 1/4/2016

Opinion Number: 2016 - 128157

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date: 1/4/2016 8:40 AM

First Name: Michael

Last Name: Acosta

Account Name: Michael Acosta

Address: <<< REDACTED >>>

City: Camp Verde

State: AZ

Zip Code: 86322

Home: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: CenturyLink * Qwest

Division: Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

The consumer is already getting "Nickled & Dimed" to death with various "fees" being applied to our monthly utility bills. I don't feel that this "Tariff" is justifiable and am STRONGLY AGAINST it's implimentation!

Investigation

Date:

Analyst:

Submitted By:

Type:

1/4/2016

Tom Davis

Other

Investigation

Entered for the record and docketed CLOSED

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Tom Davis

Phone: <<< REDACTED >>>

Opinion Date: 1/4/2016

Opinion Number: 2016 - 128170

Priority: Respond within 5 business days

Opinion Codes: Rate Case Items - Opposed

Closed Date:

First Name: Kenneth

Last Name: Webb

Account Name: Kenneth Webb

Address: <<< REDACTED >>>

City: Gilbert

State: AZ

Zip Code: 85297

Home: <<< REDACTED >>>

Email: <<< REDACTED >>>

Company: CenturyLink * Qwest

Division: Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

This is another case of a cost of doing business. The business should cover the costs associated with a facility move out of its profits. Since we, the consumers, do not receive benefits from higher revenues and profits enjoyed by CenturyLink, we should not be forced to pay for their facility move --- government mandated or not.

| | | Investigation | |
|---|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/4/2016 | Tom Davis | Other | Investigation |
| Entered for the record and docketed. CLOSED | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---------------------------------------|---|
| Investigator: Richard Martinez | Phone: <<< REDACTED >>> | Opinion Date: 1/4/2016 |
| Opinion Number: 2016 - 128172 | | Priority: Respond within 5 business days |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/4/2016 10:02 AM | |

| | | |
|----------------------------------|-----------------------------|---|
| First Name: Dominick | Last Name: Catterson | Account Name: Dominick Catterson |
| Address: <<< REDACTED >>> | | |
| City: Congress | State: AZ | Zip Code: 85332 |
| Home: <<< REDACTED >>> | | |

| | |
|-------------------------------------|--------------------------------|
| Company: CenturyLink * Qwest | |
| For Assignment | Email: <<< REDACTED >>> |

Nature Of Opinion

| | |
|--|---------------------------------|
| Docket Number: T-01051B-15-0382 | Docket Position: Against |
|--|---------------------------------|

Ref: Doc No. T-1051B-15-0382

I find the notice for Centurylink seeking a relocation charge an insult to all the customers I Congress, AZ. I have had the Internet service since it became available in Congress Arizona, during which the first six months or so the service worked well. Later on service became bogged down and intermitten.

Over the years many of the people have stopped the service and acquired different providers. People, such as myself, continued the service, which has increasingly has gone down in service and has become less reliable.

I have called many times to report an outage and at first I am advised everything is fine. The TEC. rep goes through 45 minutes to an hour, only to find there is an outage.

I had performed all the tests prior to reporting a problem and advised the TEC. of tests performed prior to calling. I have been told by some people that have dropped the service, that Centurylink oversold the service. I was advised by a TEC. the best time to avoid slow internet is from 1AM to 4AM, otherwise the network is at it's capacity. When asked if the problem was going to be fixed the reply was "they don't plan to do anything about it."

I am usually asleep during the time suggested for the best service...while another neighbor was told she was lucky to have the service.

I no longer call TEC. support... I use the on line tools to advise them of DSL and phone problems. Quest sold to Centurylink as I am sure you are aware. Out of the customers in the small development I live in, I believe there are only three of us left with the service. The phone service has been down intermitten for the past two weeks. One neighbor told me she called to advise Centurylink of the phone problem, that they where rude and said that we're working on the cable. It is my opinion...that the service should be evaluated and corrected before any rate increase are considered.

On a final note my contract term is for life, offered on original sign up with Quest and locked the price in for life. Centurylink is the only hard wire service available in this area...otherwise you would have to get Wi-Fi from a dish.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

See enclosed various speed tests performed. Subscription is 1.5MEG with expected 1.2 MEG.

(Mr. Catterson attached a lengthy sheet of Wi-Fi speeds showing Download and Upload speeds showing various speeds--I attached it to customers file)

Sincerely,

Dominick Catterson

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|-------------------------------|
| Investigator: Tom Davis | Phone: <<< REDACTED >>> | Opinion Date: 1/4/2016 |
| Opinion Number: 2016 - 128168 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/4/2016 9:04 AM | |

| | | |
|----------------------------------|------------------------|---------------------------------|
| First Name: Miles | Last Name: Shaw | Account Name: Miles Shaw |
| Address: <<< REDACTED >>> | | |
| City: Tucson | State: AZ | Zip Code: 85750 |
| Home: <<< REDACTED >>> | | |

| | |
|-------------------------------------|----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
|-------------------------------------|----------------------------|

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Neither the letter I received nor the website-posted application describe what "Facility Relocation" means or what "...mandated government related facilities moves" might include. There is no proposal for an annual review of the fee or any type of 'sunset' provision. There is also no explanation of what criteria will be used to determine an increase in the \$1.00 per access line "actual rate", whatever that means, after the first twelve months. In percentage terms, this is a substantial amount when compared to the basic service charge and other fees and taxes paid on a standard landline. For this kind of fee, I'd like my landline to operate without a humming sound that requires a field repair after EVERY rainstorm! Until CenturyLink plows a little money back into its deteriorating infrastructure, I'm opposed to any increase.

| Investigation | | | |
|----------------------|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/4/2016 | Tom Davis | Other | Investigation |

Entered for the record and docketed. Also sent to Company to contact customer and explain. CLOSED

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|-------------------------------|
| Investigator: Tom Davis | Phone: <<< REDACTED >>> | Opinion Date: 1/4/2016 |
| Opinion Number: 2016 - 128167 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: | |

| | | |
|----------------------------------|--------------------------------|----------------------------------|
| First Name: Joe | Last Name: Delaney | Account Name: Joe Delaney |
| Address: <<< REDACTED >>> | | |
| City: Mesa | State: AZ | Zip Code: 85207 |
| Home: <<< REDACTED >>> | Email: <<< REDACTED >>> | |

| | |
|-------------------------------------|----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
|-------------------------------------|----------------------------|

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Docket # T-1051B-15-0382 as shown in Centurylinks letter of notice. I tried to do a search on this website for this docket # but it looks like Centurylink put the wrong number and/or format in their notification letter(s). This is a typical practice of this disreputable company. This is in regards to the Centurylink facility relocation charge. Considering the poor quality of service, phone system (problems with it) and this companies bad reputation in the community. I don't think allowing them any form of rate increase should be permitted. Their overcharging and charging false fees makes them a good deal of unearned profit. Furthermore I think this facility relocation term is nonsense and would state that this increase be denied. You make contact me for further information at the number above.

| | | | |
|----------------------|-----------------|----------------------|---------------|
| Investigation | | | |
| Date: | Analyst: | Submitted By: | Type: |
| 1/4/2016 | Tom Davis | Other | Investigation |

Entered for the record and docketed. CLOSED

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Investigator: Richard Martinez **Phone:** <<< REDACTED >>> **Opinion Date:** 1/4/2016
Opinion Number: 2016 - 128177 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/4/2016 11:30 AM

First Name: George **Last Name:** Julovich **Account Name:** George Julovich
Address: <<< REDACTED >>>
City: New River **State:** AZ **Zip Code:** 85087
Home: <<< REDACTED >>> **Email:** <<< REDACTED >>>

Company: CenturyLink * Qwest

For Assignment

Email: <<< REDACTED >>>

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Docket Description:

In the matter of the application of Qwest Corporation dba CenturyLink QC, for revisions to CenturyLinks Competitive Exchange and Network Services Tariff to introduce the Facility Relocation Cost Recovery Surcharge.

Opinion:

cannot keep up with inflation. Even a few dollars/mo.

GCS.

| | | Investigation | |
|--------------------------------------|------------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/4/2016 | Richard Martinez | Telephone | Investigation |
| Entered for the record and docketed. | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|-------------------------------|
| Investigator: Tom Davis | Phone: <<< REDACTED >>> | Opinion Date: 1/4/2016 |
| Opinion Number: 2016 - 128166 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/4/2016 8:58 AM | |

| | | |
|----------------------------------|--------------------------------|----------------------------------|
| First Name: Lois | Last Name: Musser | Account Name: Lois Musser |
| Address: <<< REDACTED >>> | | |
| City: Sun City West | State: AZ | Zip Code: 85375 |
| Home: <<< REDACTED >>> | Email: <<< REDACTED >>> | |

| | |
|-------------------------------------|----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
|-------------------------------------|----------------------------|

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

If Century Link is going to increase their rates than they had better increase the quality of their telephone service. I live in Sun City West and every time we get even a small amount of rain I loose my dial tone and sometimes I lose my DSL and internet. The service tech explained to me that this is not a problem at my home but will happen when the underground wires get wet and we just have to wait until they dry out. Well, I am sick and tired to waiting. Century Link should be forced to make repairs so that the lines do not get wet. I had to make sure to get this message sent today because rain is predicted for January 4, 5, & 6. None of my neighbors who have COX and AT&T have this problem. But they know when it rains my line will ring busy and they know I have no service. Get this fixed as soon as possible. Lois Musser

| | | | |
|---|-----------------|----------------------|---------------|
| Investigation | | | |
| Date: | Analyst: | Submitted By: | Type: |
| 1/4/2016 | Tom Davis | Other | Investigation |
| Entered for the record and docketed. CLOSED | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|-------------------------------|
| Investigator: Jenny Gomez | Phone: <<< REDACTED >>> | Opinion Date: 1/5/2016 |
| Opinion Number: 2016 - 128213 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/5/2016 12:27 PM | |

| | | |
|---|---------------------------|---|
| First Name: Douglas P. & Kathleen W. | Last Name: Sanders | Account Name: Douglas P. & Kathleen W. Sanders |
| Address: <<< REDACTED >>> | | |
| City: Tucson | State: AZ | Zip Code: 85718 |

Company: CenturyLink * Qwest

Nature Of Opinion

Docket Number: T-01051B-15-0382

Docket Position: Against

Tucson, AZ 85718

December 21, 2015

Arizona Corporation Commission
Consumer Services Section
1200 West Washington
Phoenix, Arizona

Dear Sirs:

Regarding Docket No. T-1051B-15-0382, my wife and I just became aware of an effort by Century Link to raise their rates as a Facility Relocation Charge. The proposed rate change would be up to a maximum of \$3.00 per line with a beginning rate of \$1.00 per line for the first year. Our rates are already high enough for the services provided. The company is a very profitable company and has no need to continue to raise prices. Other countries receive much better utility providers lower prices and better communication than we receive here. It is time for these corporations that exist almost as a monopoly to end their gouging of the public.

Respectfully,

Douglas P. Sanders

Kathleen W. Sanders

Investigation

Opinion 128213 - Page 1 of 2

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

Date:

1/5/2016

Analyst:

Jenny Gomez

Submitted By:

Telephone

Type:

Investigation

Noted and filed for the record in Docket Control. Closed

T-01051B-15-0382

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 1/5/2016
Opinion Number: 2016 - 128220 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/5/2016 3:38 PM

First Name: Al **Last Name:** Yee **Account Name:**
Address:
City: **State:** **Zip Code:**
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382 **Docket Position:** Against

He is opposed to the charge for the Facilities Relocation application.

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|--|---|
| Investigator: Carmen Madrid | Phone: <<< REDACTED >>> | Opinion Date: 1/11/2016 |
| Opinion Number: 2016 - 128308 | | Priority: Respond within 5 business days |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/11/2016 10:31 AM | |

| | | |
|----------------------------------|--------------------------------|------------------------------------|
| First Name: James | Last Name: Hammett | Account Name: James Hammett |
| Address: <<< REDACTED >>> | | |
| City: Eloy | State: AZ | Zip Code: 85131 |
| Home: <<< REDACTED >>> | Email: <<< REDACTED >>> | |

| | |
|-------------------------------------|-----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone* |
|-------------------------------------|-----------------------------|

Nature Of Opinion

| | |
|--|---------------------------------|
| Docket Number: T-01051B-15-0382 | Docket Position: Against |
|--|---------------------------------|

Docket No. T-1051B-15-0382 I don't believe Century Link, which has a total land-line monopoly, needs to increase rates or fees for any reason!

| Investigation | | | |
|----------------------|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/11/2016 | Carmen Madrid | Telephone | Investigation |

Opinion noted and filed in Docket T-01051B-15-0382. closed

T-01051B-15-0382

Arizona Corporation Commission
Utilities Complaint Form

Investigator: Carmen Madrid **Phone:** <<< REDACTED >>> **Opinion Date:** 1/5/2016
Opinion Number: 2016 - 128219 **Priority:** Respond within 5 business days
Opinion Codes: Rate Case Items - Opposed **Closed Date:** 1/5/2016 3:37 PM

First Name: Helen **Last Name:** Smith **Account Name:** Helen Smith
Address:
City: **State:** **Zip Code:**
Home: <<< REDACTED >>>

Company: CenturyLink * Qwest **Division:** Telephone

Nature Of Opinion

Docket Number: T-01051B-15-0382 **Docket Position:** Against

Caller tried to contact CenturyLink and could not get through. She is opposed to the charge for the Facilities Relocation application.

| | | Investigation | |
|---------------------------------|-----------------|----------------------|---------------|
| Date: | Analyst: | Submitted By: | Type: |
| 1/5/2016 | Carmen Madrid | Telephone | Investigation |
| opinion noted and filed. closed | | | |

T-01051B-15-0382

**Arizona Corporation Commission
Utilities Complaint Form**

| | | |
|---|---|--------------------------------|
| Investigator: Jenny Gomez | Phone: <<< REDACTED >>> | Opinion Date: 1/15/2016 |
| Opinion Number: 2016 - 128392 | Priority: Respond within 5 business days | |
| Opinion Codes: Rate Case Items - Opposed | Closed Date: 1/15/2016 9:33 AM | |

| | | |
|----------------------------------|--------------------------|------------------------------------|
| First Name: Donald | Last Name: Heller | Account Name: Donald Heller |
| Address: <<< REDACTED >>> | | |
| City: Tucson | State: AZ | Zip Code: 85743 |

| | |
|-------------------------------------|----------------------------|
| Company: CenturyLink * Qwest | Division: Telephone |
|-------------------------------------|----------------------------|

Nature Of Opinion

| | |
|--|---------------------------------|
| Docket Number: T-01051B-15-0382 | Docket Position: Against |
|--|---------------------------------|

Arizona Corporation Commission
1200 W. Washington Street
Phoenix, AZ 85007

Docket #T-1051B-15-0382

Gentlemen

I am opposed to any rate increase being awarded to Century Link until such time as Century Link meets a reasonable standard of customer service. Century Link will not provide any mailing address to accept any written comments or questions from customers. Nor will they provide any written response or written information regarding questions on rates and rate structure. All information must be obtained by telephone from un named responents and subject to hold and disconnects.

I submit that the level of customer service is unacceptable.

Thank you

Donald Heller

| | | | |
|----------------------|-----------------|----------------------|---------------|
| Investigation | | | |
| Date: | Analyst: | Submitted By: | Type: |
| 1/15/2016 | Jenny Gomez | Telephone | Investigation |

Noted and filed for the record in Docket Control. Closed
